Operating instructions

for the system user

ViCare thermostat

Room temperature controller and communication interface for the remote control of heating systems via the Internet, for the following user interfaces:

- ViCare app
- Vitoguide

ViCare thermostat

5813606 CA 11/2017

Please keep safe.

Safety instructions

⚠ Please follow these safety instructions closely to prevent accidents and material losses.

Safety instructions explained

⚠ **Danger**
This symbol warns against the risk of injury.

! **Please note**
This symbol warns against the risk of material losses and environmental pollution.

Note
Details identified by the word "Note" contain additional information.

Target group

These instructions are intended for the persons operating the system.
Individual sections of this manual describe activities that are to be executed by qualified contractors.
This appliance can also be operated by children aged 8 years and older, as well as by individuals with reduced physical, sensory or mental faculties or those lacking in experience and knowledge, provided that such individuals are being supervised or have been instructed in the safe use of this appliance and understand the dangers arising from it.

⚠ **Danger**
The operation of electronic medical aids in particular, e.g. heart pacemakers, hearing aids and defibrillators can get disrupted by radio signals. If such devices are used, direct proximity to operationally ready wireless components must be avoided.

Installing and settings

- Make settings and carry out work on the appliance only in accordance with the instructions in this manual.
- Work on electrical equipment may only be carried out by a qualified electrician.
- Connect the appliances only to properly installed sockets.
- When working on the appliance, pull the mains plug.
- Comply with the minimum distances in order to ensure reliable signal transmission.

System operation

- Operate the appliances in dry internal areas only (not in bathrooms).
- Do not operate the appliances in areas with a potentially explosive atmosphere.
- Protect the devices from:
  - Wetness
  - Dust
  - Liquids
  - Vapours
  - Direct sunlight
  - Any other direct thermal radiation
- After a power failure or a restart, check the status of the wireless components.
- Do not touch the power supply with wet hands.

⚠ **Danger**
Damaged appliances endanger your safety. Check the appliance for external damage. Do not switch on a damaged appliance.

Auxiliary components and individual parts

For replacements, use original Viessmann parts only or individual parts approved by Viessmann.

⚠ **Danger**
There is a danger of fire from connecting unsuitable power supplies.
Connect only the supplied power supply unit.

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Reliability

The ViCare thermostat makes possible communication between the following components and the Viessmann server via the Internet:
- Vitotronic control unit (Optolink interface)
- Heat generator with OpenTherm interface

The functionality is only available if the following conditions are met:
- The Vitotronic control units **and** the ViCare thermostat must be correctly connected and configured.
- The ViCare thermostat is connected to the Internet via a WLAN router.
- Internet access must be available at all times.
- The user has registered: see page 19.
- So that messages can also be sent if there is a mains failure, we recommend supplying mains power to the ViCare thermostat and the WLAN router via an uninterruptible power supply.

Note
- *The heating system and the correct function of the communication must be checked at regular intervals.*
- *To increase further the reliability of the heating system, we recommend planning additional measures, e.g. frost protection or monitoring for water damage.*

Liability

No liability is accepted for lost profits, unrealised savings, other direct or indirect consequential damages that result from the usage of the ViCare thermostat, the Viessmann server or the software, or for damages resulting from improper usage. The limitation of liability is not applicable if the damages were caused deliberately or with gross negligence or if there is mandatory liability according to the law on product liability.

Viessmann's general terms and conditions of apply; the latest version of these terms and conditions is included in the current Viessmann price list.
Push notifications and e-mail services are services provided by network operators for which Viessmann does not accept any liability. In this respect the terms and conditions of business issued by the related network operator apply.

Symbols

Symbol	Meaning
	Reference to other document containing further information
	Step in a diagram: The numbers correspond to the order in which the steps are carried out.
	Warning of material losses and environmental pollution
	Live electrical area
	Pay particular attention.
	▪ Component must audibly click into place. or ▪ Acoustic signal
	▪ Fit new component. or ▪ In conjunction with a tool: Clean the surface.
	Dispose of component correctly.
	Dispose of component at a suitable collection point. Do **not** dispose of component in domestic waste.

Specialist

Activities that are only allowed to be undertaken by a specialist are marked with this symbol.

Work on electrical equipment may only be carried out by a qualified electrician.

Intended use

The ViCare thermostat is to be installed and operated as intended only in conjunction with the electronic control units and controls for the Viessmann heat generators and power generators supported.

The ViCare thermostat is only intended to be operated in buildings in the residential and business sectors. Misuse of the appliance is forbidden and will result in the exclusion of liability (e.g. commercial or industrial use for a purpose other than control and regulation).

The installation, service and operating instructions included with the product are to be followed. The ViCare thermostat is only to be used to monitor, operate and optimise systems with the user interfaces and communication interfaces set out in the product documentation. The user is to ensure that the system requirements for the communication interfaces defined in the product documentation are always present or met for all transmission media used (e.g. necessary WLAN connection to a WLAN router).
Only the components specifically defined are to be used for the supply of power (e.g. power adapters).

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Intended use (cont.)

Note
The device is only intended to be used for domestic use or use similar to domestic use, i.e. persons who have not received instruction can also operate the appliance safely.

Product information

The ViCare thermostat is a room temperature controller for the intuitive control of the room temperature in conjunction with heat generators with an Optolink interface **or** OpenTherm interface.

The ViCare thermostat can be used in conjunction with the following components:
- Without Vitoconnect
- With Vitoconnect, type OT2 for single-boiler systems without downstream heating circuits with OpenTherm interface
- With Vitoconnect, type OPTO2 for single-boiler systems without downstream heating circuits with Optolink interface

The room temperature can be set and fault messages checked via the ViCare thermostat or via the ViCare app. Alternatively, the heating system can be remotely controlled by a specialist via Vitoguide.
The ViCare thermostat can be used in conjunction with other wireless components.

Date connections without Vitoconnect

Only in conjunction with heat generators with OpenTherm interface

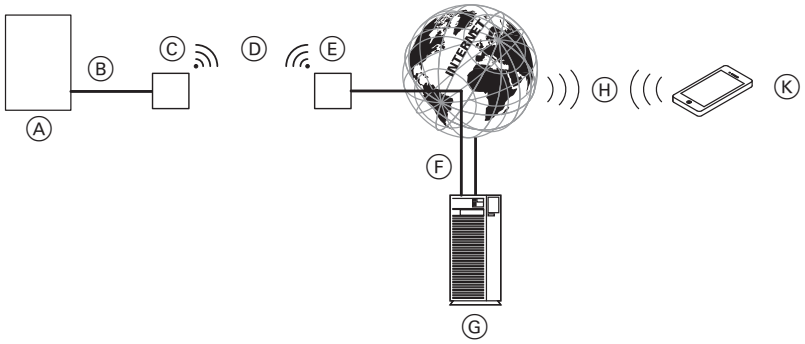

Fig. 1

Ⓐ Heat generator with control unit
Ⓑ Connecting cable, OpenTherm
Ⓒ ViCare thermostat
Ⓓ WLAN
Ⓔ WLAN router (provided by the user)
Ⓕ Secure Internet connection to the Viessmann server
Ⓖ Viessmann server
Ⓗ Mobile phone network
or
WLAN connection
Ⓚ Smartphone

Data connections with Vitoconnect, type OT2

Only in conjunction with heat generators with OpenTherm interface

Product information (cont.)

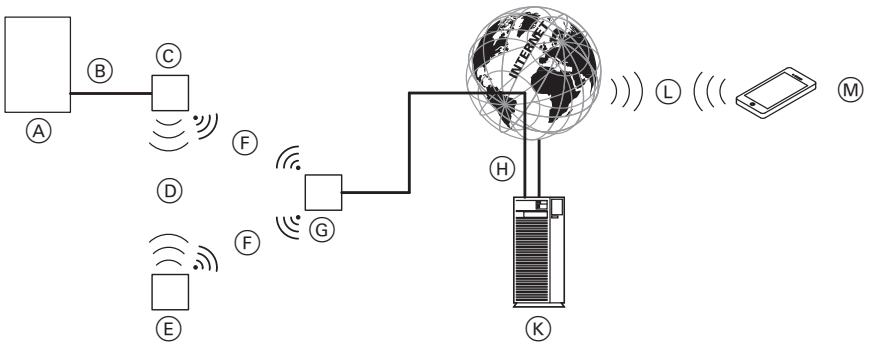

Fig. 2

Ⓐ Heat generator with control unit

Ⓑ Connecting cable, OpenTherm
Ⓒ Vitoconnect, type OT2
Ⓓ Wireless connection
Ⓔ ViCare thermostat
Ⓕ WLAN
Ⓖ WLAN router (provided by the user)
Ⓗ Secure Internet connection to the Viessmann server
Ⓚ Viessmann server
Ⓛ Mobile phone network
or
WLAN connection
Ⓜ Smartphone

Data connections with Vitoconnect, type OPTO2

Only in conjunction with heat generators with Optolink interface

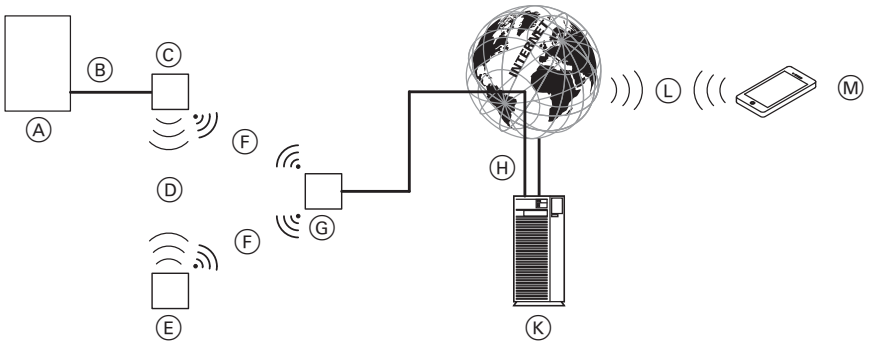

Fig. 3

Ⓐ Heat generator with control unit

Ⓑ Connecting cable, Optolink
Ⓒ Vitoconnect, type OPTO2
Ⓓ Wireless connection
Ⓔ ViCare thermostat
Ⓕ WLAN
Ⓖ WLAN router (provided by the user)
Ⓗ Secure Internet connection to the Viessmann server
Ⓚ Viessmann server
Ⓛ Mobile phone network
or
WLAN connection
Ⓜ Smartphone

Operation using app

For remotely controlling Viessmann heat generators with an Optolink interface or OpenTherm interface via IP networks.

ViCare app operating functions

- Query the temperatures of the connected heating circuits.
- Adjust the temperatures and time programs for the central heating and DHW heating.
- Adjust the heating times by means of a **"heating times wizard"**.
- Set the comfort and reduced operation using quick selection buttons (**"I am at home for longer"** and **"I am travelling"**).
- Add more users for operating the heating system.
- Save the contact data of your contractor to get in touch more easily.
- Assign service access to the contractor to have system data such as error messages transmitted to the contractor.
- View heating system error messages in plain text by means of push messaging.

Note
For further information on the ViCare app see ***www.vicare.info***
or
App Store and Google Play

Vitoguide operating functions

- Monitoring of the heating system once the system operator has assigned service access
- Querying the system information of the connected heating system
- Specification for operating programs, set values and time programs
- Viewing fault messages in plain text
- Automatic forwarding of fault messages by email

Forwarding messages

Message that arise on the heating system, e.g. sensor or burner faults, are transferred via the Viessmann 2-wire BUS, OpenTherm or Optolink connecting cable to the ViCare thermostat. The ViCare thermostat sends these messages to the Viessmann server. The ViCare app cyclically polls the status of the heating system and displays the messages.

Note
Messages related to the heating system are only displayed if the ViCare app is active on the mobile terminal device.

Content of the messages
- Message type
- Message code
- Message text

Heat generator installation and service instructions

System requirements

Control units supported

Current overview of the control units supported: see **www.vicare.info**

IP network

System requirements
- WLAN router with active WLAN. The WLAN router must be protected with an adequately safe WPA2 password. The usage of unencrypted connections between the ViCare thermostat and the WLAN router is not advisable.
- Internet connection with "flat rate" (charging plan **independent** of time and data volume) with high availability, i.e. the ViCare thermostat is continuously connected to the Viessmann server.
- Have dynamic IP addressing (DHCP, delivered condition) in the network (WLAN) checked on site by an IT specialist **before** commissioning, set up if necessary.
- Define routing and security parameters in the IP network (LAN): open port 80, port 123, port 443 and port 8883 for direct outbound connections. Have checked on site by an IT specialist **before** commissioning, set up if necessary.

Note
In operation the ViCare thermostat establishes a secure Internet connection to the Viessmann server. It is not possible to connect the ViCare thermostat to other servers.

User account

Independent of the terminal device, a valid user account on the Viessmann server is required to operate a ViCare thermostat. Registration is automatic via the ViCare app during commissioning: see page 19.

Terminal device for ViCare app

The ViCare app supports the following terminal devices:
- Terminal devices with Apple iOS operating system
- Terminal devices with Google Android operating system

Note
- *Compatible versions: See App Store or Google Play*
- *Further information: see **www.vicare.info***

Message destinations

Terminal device for the reception of e-mail, e.g. computer, smartphone or tablet PC.

Installation location

Type of installation: Wall mounting
- Installation only indoors
- The installation location must be dry and frost-free.
- Ensure ambient temperatures between +5 and +40 °C.
- Distance to the floor min. 1.5 m
- Earthed socket 230 V/50 Hz
  or
  US/CA: socket 120 V/60 Hz
  max. 1 m from the installation location
- Not in the immediate vicinity of windows and doors
- Not above radiators
- Not in shelving, niches etc.
- Not close to sources of heat (direct sunlight, fireplace, television etc.)
- Do not seal ventilation openings on the ViCare thermostat.
- Internet access with adequate WLAN signal
  Note
  The strength of WLAN signal can be increased using a commercially available WLAN repeater.

Note
- *Pay attention to the lengths of the connecting cables provided on selecting the installation location.*
- *Select the distance between the ViCare thermostat and the WLAN router so it is as short as possible to ensure a good WLAN connection.*

Connecting cables	Length
Power adapter with connecting cable	1.5 m

Installation location (cont.)

Ranges

The range of WLAN connections can be reduced by walls, ceilings and furniture. The strength of the WLAN signal drops, there may be reception problems.

Reduction of the range:

- WLAN signals are **attenuated** on the way from the transmitter to the receiver, e.g. by air and on passing through walls.
- WLAN signals are **reflected** by metal objects, e.g. reinforcing in walls, metal foil on thermal insulation and the metal coating on thermally insulating glass.
- WLAN signals are **blocked** by supply units and lift shafts.
- WLAN signals suffer **interference** from appliances that also use high-frequency signals. Distance from these appliances **min. 2 m**:
  - Computers
  - Audio and video systems
  - Radio signals
  - Electronic transformers
  - Ballasts

Note

To ensure a good WLAN connection, we recommend selecting the distance between the ViCare thermostat and WLAN router so it is as short as possible.

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Overview of the procedure for installation and commissioning

Work steps		Person responsible	Page
Installation			
1	Check system requirements.	Heating contractor IT specialist	9
2	Fit mounting plinth for ViCare thermostat.	Heating contractor System operator	12
3	Supply of power via power adapter	Heating contractor System operator	15
	Supply of power via Vitoconnect, type OT2	Heating contractor System operator	12
	Supply of power via Vitoconnect, type OPTO2	Heating contractor System operator	13
	Supply of power via power supply unit for flush mounting	Heating contractor	15
	Supply of power via base	Heating contractor System operator	17
4	Insert ViCare thermostat in mounting plinth or base.	Heating contractor System operator	17
Commissioning			
5	Check network settings.	IT specialist	18
6	Register user and set up heating system .	Heating contractor System operator	19

Fitting mounting plinth

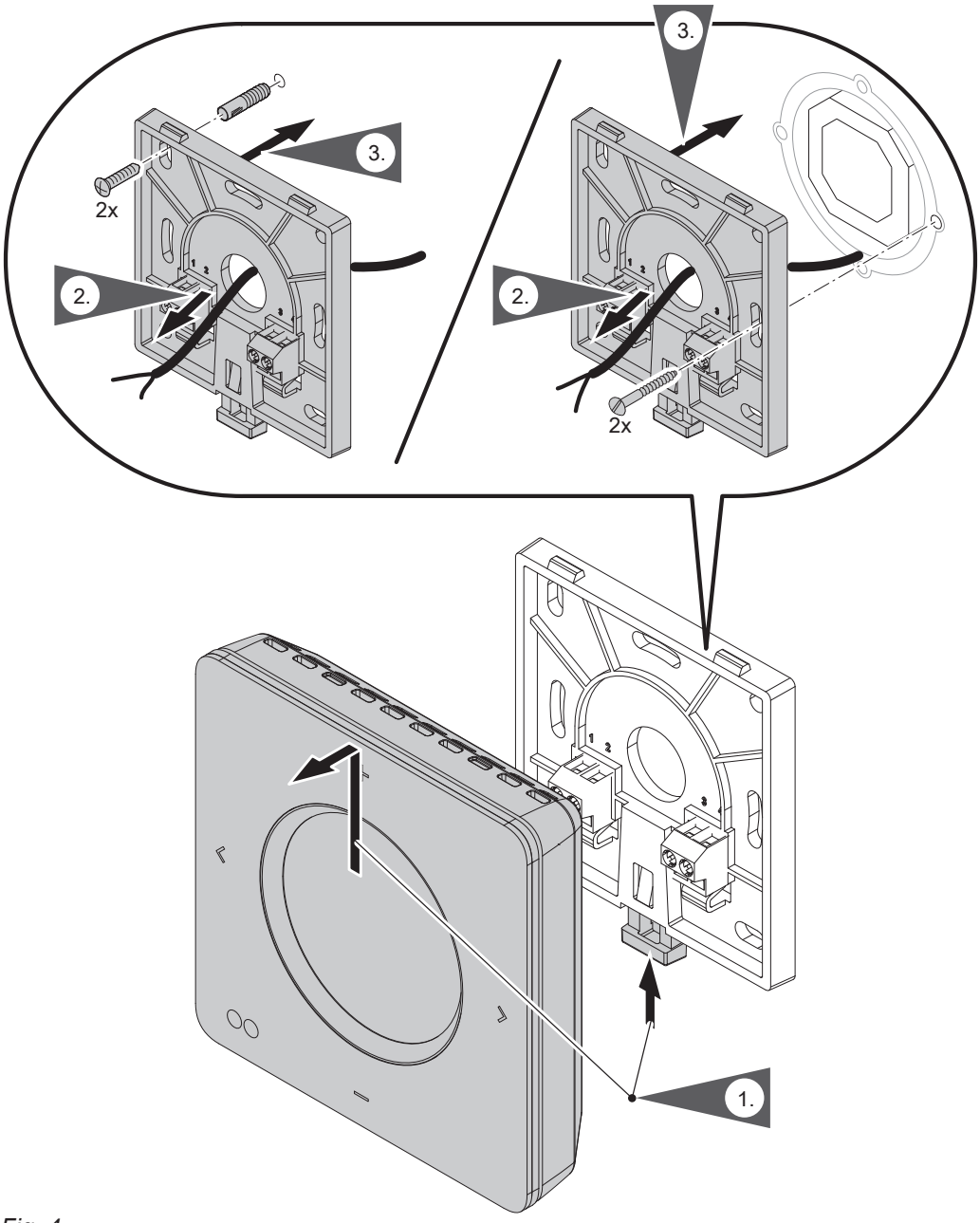

Fig. 4

Supply of power via Vitoconnect, type OT2

The socket for the power adapter must be close to the appliance and must be freely accessible. Protection of the socket provided in the installation: max. 16 A (US, CA: max. 20 A).

1.

Connect OpenTherm connecting cable to the heat generator.

Heat generator installation instructions and service instructions

Supply of power via Vitoconnect, type OT2 (cont.)

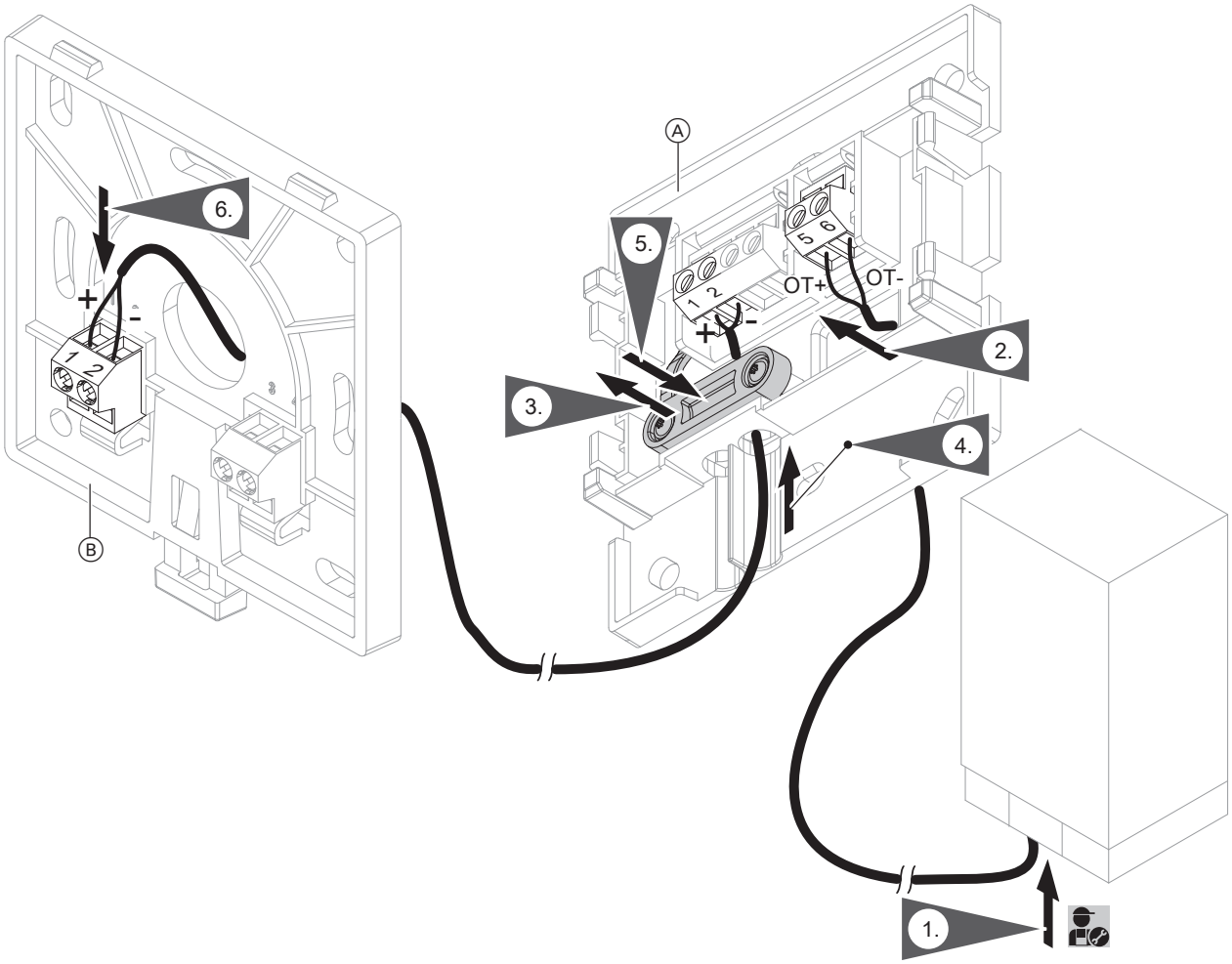

Fig. 5

Ⓐ Vitoconnect
Ⓑ ViCare thermostat

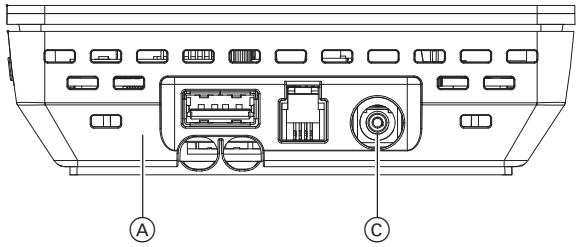

Fig. 6

Ⓐ Vitoconnect
Ⓒ Power supply connection

7. Insert the coaxial power connector from the power adapter in connection Ⓒ on the Vitoconnect.

8. Insert the power adapter for Vitoconnect in the socket.

Supply of power via Vitoconnect, type OPTO2

The socket for the power adapter must be close to the appliance and must be freely accessible. Protection of the socket provided in the installation: max. 16 A (US, CA: max. 20 A).

Supply of power via Vitoconnect, type OPTO2 (cont.)

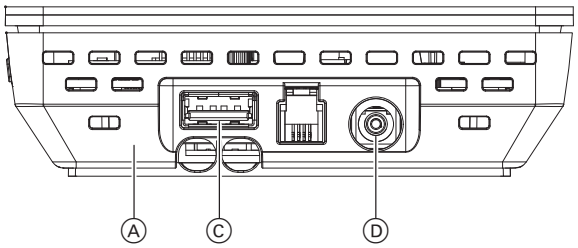

Fig. 7

Ⓐ Vitoconnect
Ⓒ USB connection
Ⓓ Power supply connection

1. Insert the USB connector on the Optolink/USB connecting cable in connection Ⓒ on the Vitoconnect.

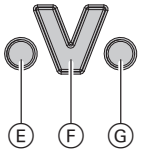

Fig. 8

Ⓔ Fault display
Ⓕ Optolink interface
Ⓖ Operating display

2. Connect the Optolink connector on the Optolink/USB connecting cable to the Optolink interface Ⓕ on the control unit for the heat generator.

Connection on the heat generator
Heat generator operating instructions

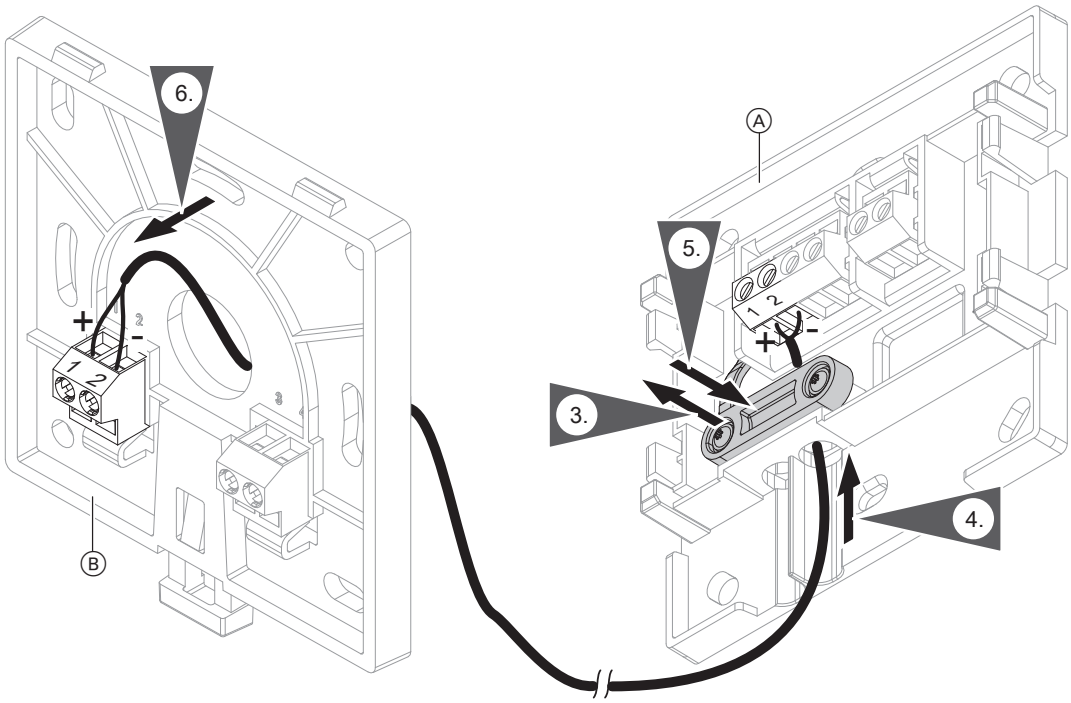

Fig. 9

Ⓐ Vitoconnect
Ⓑ ViCare thermostat

7. Insert the coaxial power connector from the power adapter in connection Ⓓ on the Vitoconnect.

8. Insert the power adapter for Vitoconnect in the socket.

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Supply of power via power adapter

The socket for the power adapter must be close to the appliance and must be freely accessible. Protection of the socket provided in the installation: max. 16 A (US, CA: max. 20 A).

1. Connect OpenTherm connecting cable to the heat generator.

Heat generator installation instructions and service instructions

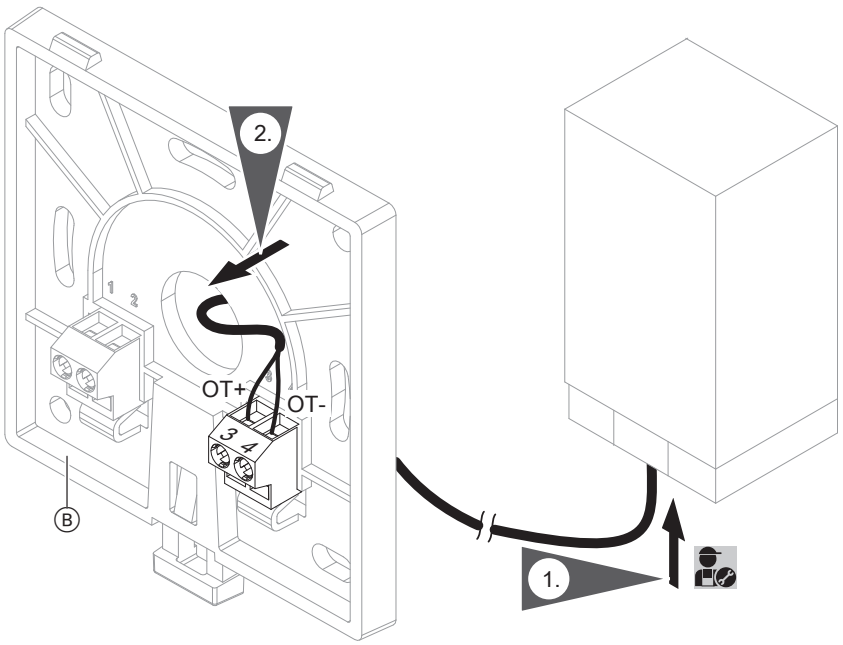

Fig. 10

Ⓑ ViCare thermostat

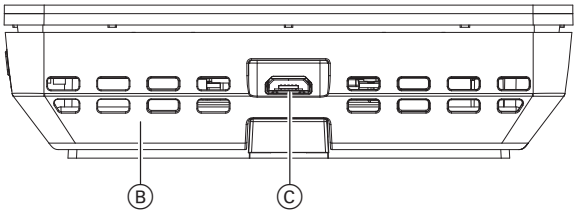

Fig. 11

Ⓑ ViCare thermostat
Ⓒ Power supply connection

3. Insert the micro USB from the power adapter in connection Ⓒ on the ViCare thermostat.

4. Insert the power adapter for ViCare thermostat in the socket.

Supply of power via power supply unit for flush mounting

Isolators for non-earthed conductors

- Install an isolator in the power cable to provide omnipolar separation from the mains for all active conductors, and conforming to overvoltage category III (3 mm) for full isolation. The isolator must be fitted in the permanent electrical installation, in line with installation requirements.
- We additionally recommend installing an AC/DC-sensitive residual current-operated protective device (RCD), type B, for DC (fault) currents that can occur with energy efficient equipment.

Supply of power via power supply unit for… (cont.)

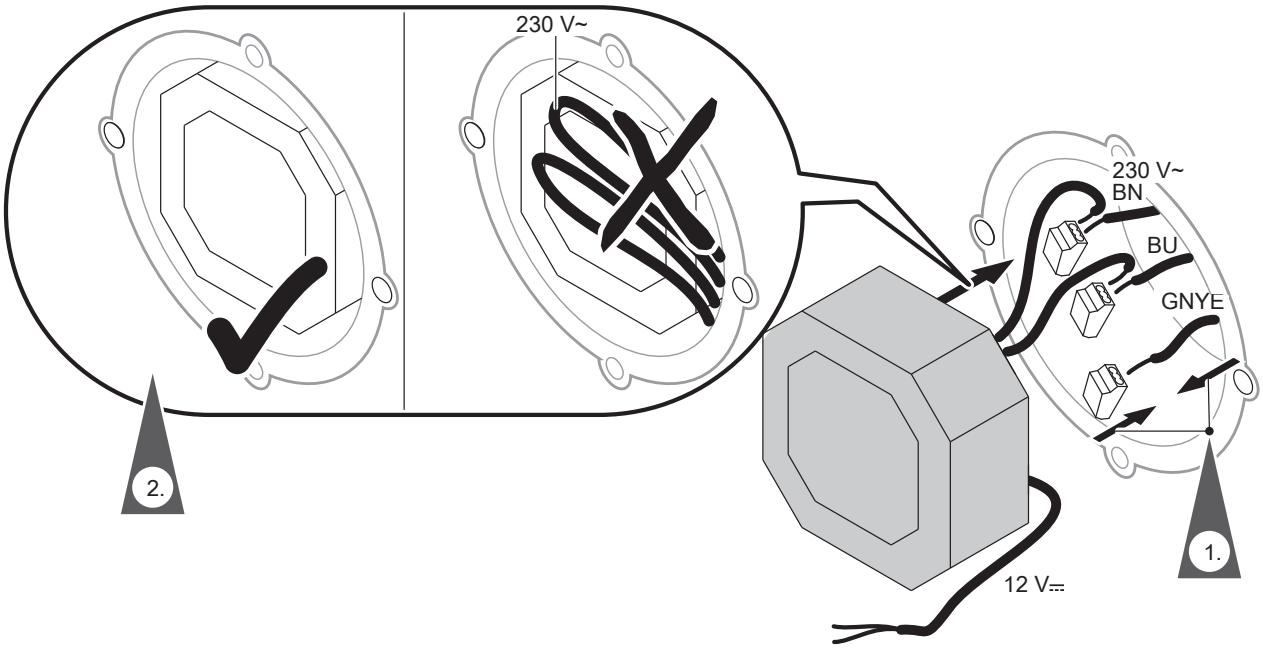

Fig. 12

1. ⚠ **Danger**
Incorrect wiring can result in serious injuries due to electrical power and damage to the appliance.
Do not mix up the "L" and "N" wires.

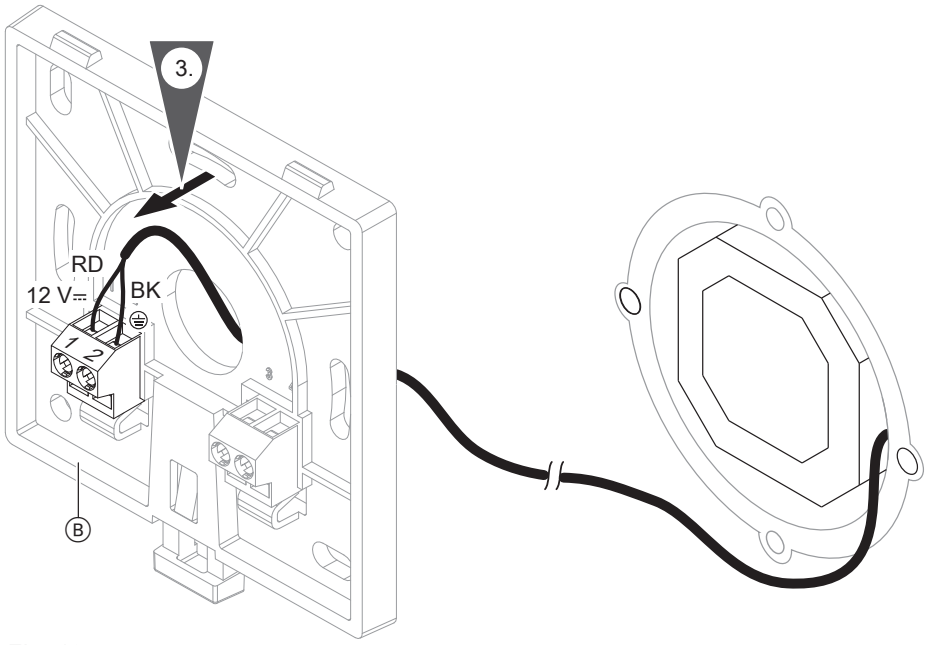

Fig. 13

Ⓑ ViCare thermostat

3. ! **Please note**
Incorrect or erroneous wiring can result in damage to the ViCare thermostat.
Do not mix up red and black wires.

Colour coding to IEC 60757

BN	Brown (L)
BK	Black
BU	Blue (N)

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Supply of power via power supply unit for… (cont.)

GNYE Green/yellow (PE)
RD Red

Supply of power via base

The socket for the power adapter must be close to the appliance and must be freely accessible. Protection of the socket provided in the installation: max. 16 A (US, CA: max. 20 A).

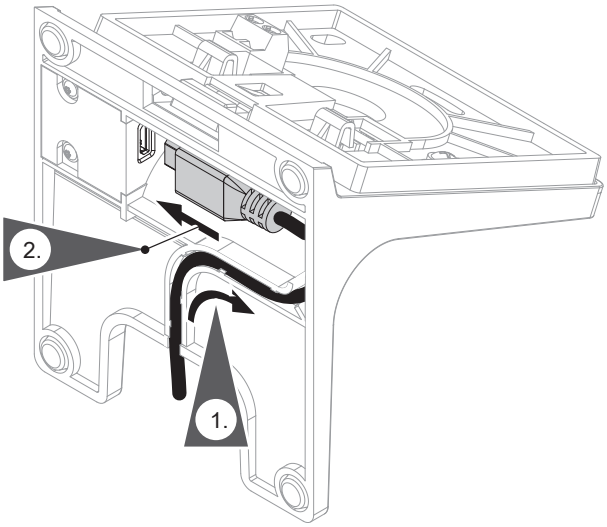

Fig. 14

3. Insert the power adapter for base in the socket.

Inserting ViCare thermostat in mounting plinth or base

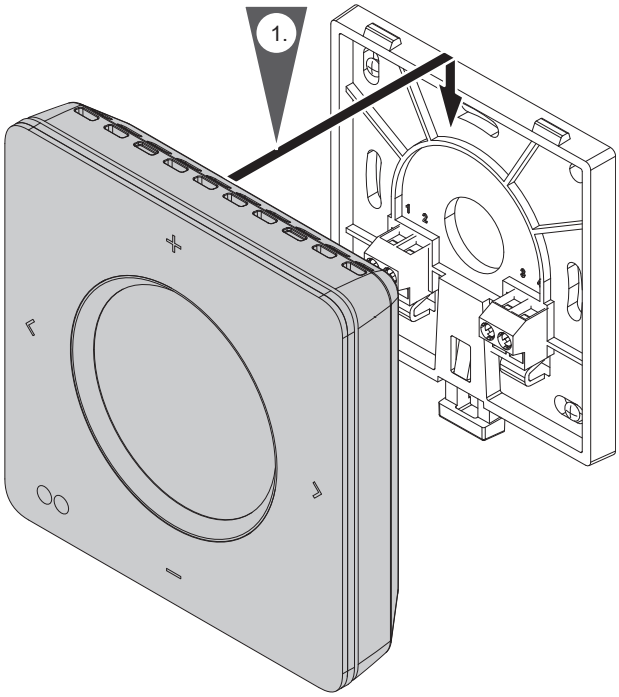

Fig. 15

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Display and controls

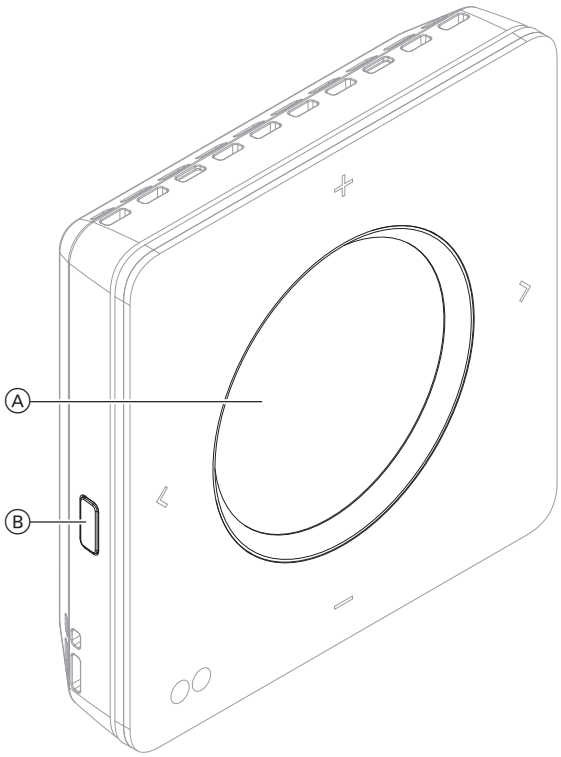

Fig. 16

Ⓐ Display

Ⓑ Reset button

+/− Set temperatures
or
Change between the menus **"Settings"** and **"Shortcut"**

</> Change between the rooms
or
Change to the menus **"Settings"** and **"Shortcut"**
or
Scroll in the menu

Checking network settings

Have the following settings on the WLAN router checked by an IT specialist, have changed if necessary:

- Dynamic IP addressing must be set.
- Port 80, port 123, port 443 and port 8883 must be opened for outbound connections.

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Registering user and setting up heating system

1. Download the ViCare app from the App Store or Google Play and install it.

   Note
   *Apple iPads and Android tablet PCs are **not** supported.*

2. Start the ViCare app and tap **"Create account"**.

3. Follow the instructions in the ViCare app.

4. Scan the QR code.
   Or
   Enter the numbers for **"S/N"** and **"ID"**.
   Press › on the ViCare thermostat to retrieve the **"S/N"** and **"ID"**.

   Note
   *QR code, **"S/N"** and **"ID"**: See display on the ViCare thermostat*

5. Set up the WLAN for the ViCare thermostat: see next chapters.

6. Connect the ViCare thermostat to your home network.
   The ViCare thermostat and the ViCare app have been set up when the display on the ViCare thermostat illuminates green.

Android operating system: setting up WLAN

Automatic establishment of a connection to the WLAN **"ViCareThermostat<xxxx>"**.

iOS operating system: setting up WLAN

1. Open the WLAN settings on your smartphone.

2. Connect your smartphone to the WLAN **"ViCare-Thermostat<xxxx>"**.

   Note
   The WLAN password is pasted automatically to the clipboard.

3. Paste the WLAN password from the clipboard.

   Note
   *The WLAN password is the same as the last 8 digits of the **"S/N"**. For this purpose open the Access Point mode on the ViCare thermostat: see chapter "Access Point mode".*

Access Point mode

Activate the Access Point mode, e.g. after the replacement of the WLAN router.

Opening Access Point mode

The following information can be retrieved in the Access Point mode:
- QR code
- S/N
- ID
- EUI-64
- IC
- SKI

1. Press the Reset button Ⓑ for longer than 5 s, however not longer than 20 s: see chapter "Display and controls".
2. Accept the prompt using +.
   The QR code appears.
3. Using </> you can retrieve other information.

Closing Access Point mode

The Access Point mode is deactivated automatically after 15 min.
Or
Press again the Reset button Ⓑ: see chapter "Display and controls".

Measures for troubleshooting

Malfunctions in the ViCare thermostat are indicated on the ViCare thermostat's display.

If faults occur, follow the instructions on the ViCare thermostat's display.

Faults without an indication on the display

Fault	Measures
There is no indication on the ViCare thermostat.	Check the mains connection and the power adapter for the ViCare thermostat.

Further information on fault messages
See ViCare app

Restarting ViCare thermostat

Supply of power via Vitoconnect

1. Pull the power adapter for Vitoconnect out of the socket.
2. Insert again the power adapter for Vitoconnect in the socket.

Supply of power via power adapter or base

1. Pull the power adapter for ViCare thermostat or the base out of the socket.
2. Insert the power adapter for ViCare thermostat or the base in the socket.

Establishing delivered condition

1. Press the Reset button Ⓑ for at least 20 s: see chapter "Display and controls".
2. Accept the prompt using +.
3. Follow the instructions on the display.

Setting up WLAN after the replacement of the router

1. Open the WLAN settings on your smartphone.
2. Connect your smartphone to the WLAN **"ViCare-Thermostat<xxxx>"**.
3. Paste the WLAN password.

   Note
   *The WLAN password is the same as the last 8 digits of the **"S/N"**. For this purpose open the Access Point mode on the ViCare thermostat: see next chapter.*

4. On your smartphone use the Internet browser to open **http://vitoconnect.gateway**
5. Choose the start page **"Select Router"**.
6. Follow the instructions on the web page.

Setting up WLAN after the replacement of the… (cont.)

Ordering individual parts

The following details are required when ordering individual parts:

- Order no. (see type plate Ⓐ)
- Item number of the individual part (from this individual parts list)

Individual parts list

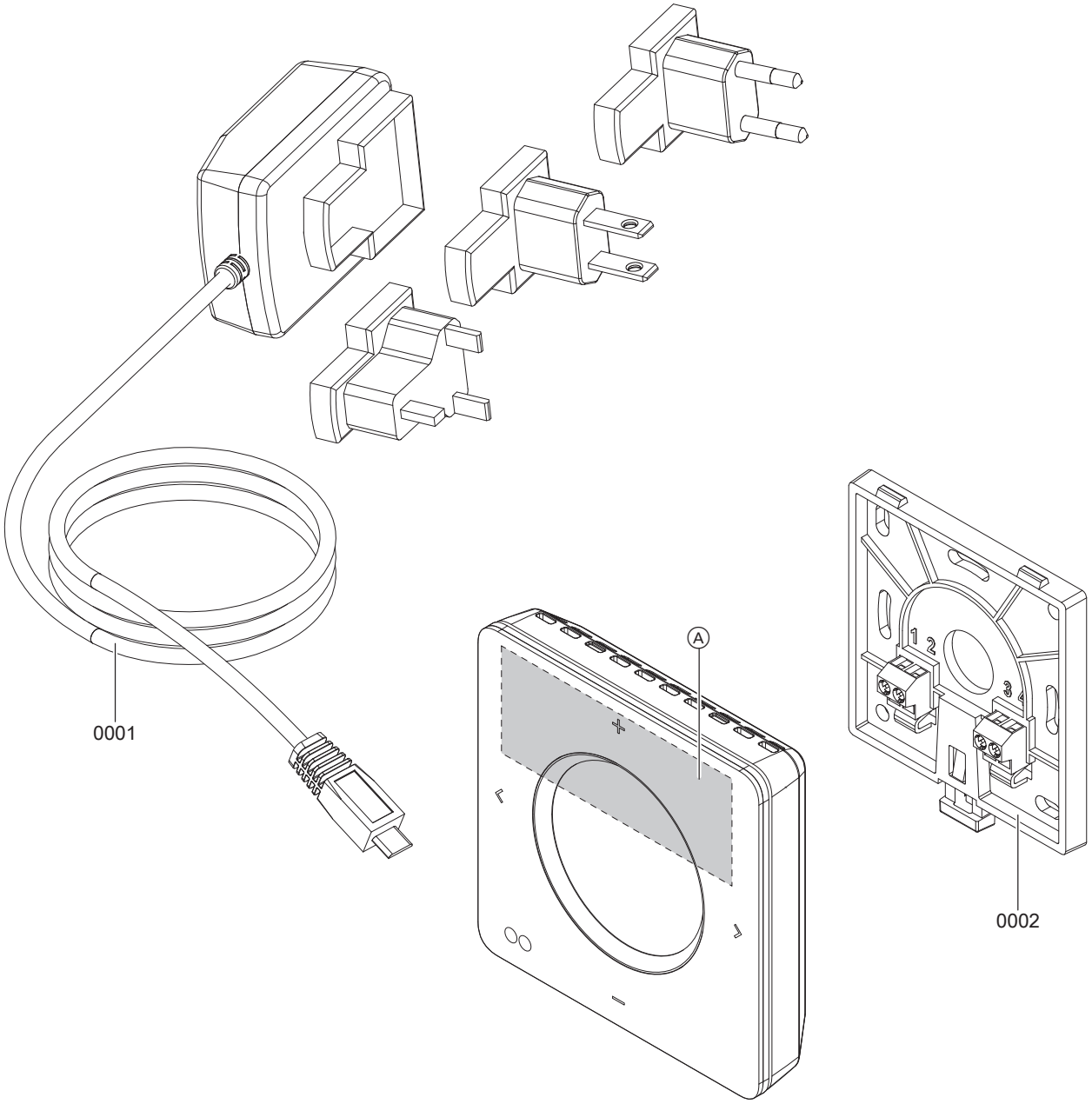

Fig. 17

Ⓐ ViCare thermostat type plate (on the rear of the ViCare thermostat)

Individual parts list (cont.)

Item	Individual part
0001	Power adapter
0002	Mounting plinth

Specification

ViCare thermostat

Rated voltage	Supply of power ▪ Power adapter: 5 V⎓ ▪ Power supply unit for flush mounting or Vitoconnect: 12 V⎓
WLAN frequency	2.4 GHz
WLAN encryption	Unencrypted or WPA2
Frequency band	2400.0 to 2483.5 MHz
Max. transmit power	0.1 W (e.i.r.p.)
Internet protocol	IPv4
IP assignment	DHCP
Power consumption	4 W
Protection class	III
IP rating	IP 20 D according to EN 60529, ensure by means of design/installation.
Permissible ambient temperature	
▪ Operation	5 to +40 °C Usage in living rooms and boiler rooms (normal ambient conditions)
▪ Storage and transport	−20 to +60 °C

Power adapter

Rated voltage	100 to 240 V~
Rated frequency	50/60 Hz
Output voltage	5 V⎓
Output current	2 A
Protection class	II
Permissible ambient temperature	
▪ Operation	5 to +40 °C Usage in living rooms and boiler rooms (normal ambient conditions)
▪ Storage and transport	−20 to +60 °C

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